Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents / Bottom Number - First Contact Resolution	
			Low	FCR Total
Board of Pardons and Parole	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Desktop Support	Tammy Black	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro C Help Desk	Chris Olson	3 2	3 2
		Cliff Jensen	7 7	7 7
		Reed Stohel	3 3	3 3
		Ross Owen	5 5	5 5
		Assigned to Individual Total	18 17	18 17
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	FCR Total
Board of Pardons and Parole	**Assigned Group Total**	22 18	22 18
Customer Company Total		22 18	22 18

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Board of Pardons and Parole	Application Services	Dustin Crump	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro C Desktop Support	Tammy Black	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Chris Olson	3 0	3 0
		Cliff Jensen	7 0	7 0
		Reed Stohel	3 0	3 0
		Ross Owen	5 0	5 0
		Assigned to Individual Total	18 0	18 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MIR Total
Board of Pardons and Parole	**Assigned Group Total**	22 1	22 1
Customer Company Total		22 1	22 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	**ATTIR Total**
Board of Pardons and Parole	Application Services	Dustin Crump	1 1.99	1 1.99
		Assigned to Individual Total	1 1.99	1 1.99
	Metro C Desktop Support	Tammy Black	2 0.26	2 0.26
		Assigned to Individual Total	2 0.26	2 0.26
	Metro C Help Desk	Chris Olson	3 0.05	3 0.05
		Cliff Jensen	7 0.00	7 0.00
		Reed Stohel	3 0.00	3 0.00
		Ross Owen	5 0.00	5 0.00
		Assigned to Individual Total	18 0.01	18 0.01
	Voice Operations	Romanza Hamblin Sorensen	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00

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		Low	ATTIR Total
Board of Pardons and Parole	**Assigned Group Total**	22 0.12	22 0.12
Customer Company Total		22 0.12	22 0.12

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents
Bottom Number - Missed Resolution | |
Customer Company	Assigned Group	Assigned to Individual	Low	MR Total
Board of Pardons and Parole	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Desktop Support	Tammy Black	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro C Help Desk	Chris Olson	3 0	3 0
		Cliff Jensen	7 0	7 0
		Reed Stohel	3 0	3 0
		Ross Owen	5 0	5 0
		Assigned to Individual Total	18 0	18 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MR Total
Board of Pardons and Parole	**Assigned Group Total**	22 0	22 0
Customer Company Total		22 0	22 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Board of Pardons and Parole	Application Services	Dustin Crump	1 2.03	1 2.03
		Assigned to Individual Total	1 2.03	1 2.03
	Metro C Desktop Support	Tammy Black	2 1.06	2 1.06
		Assigned to Individual Total	2 1.06	2 1.06
	Metro C Help Desk	Chris Olson	3 0.05	3 0.05
		Cliff Jensen	7 0.00	7 0.00
		Reed Stohel	3 0.00	3 0.00
		Ross Owen	5 0.03	5 0.03
		Assigned to Individual Total	18 0.02	18 0.02
	Voice Operations	Romanza Hamblin Sorensen	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00

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		Low	ATTR Total
Board of Pardons and Parole	**Assigned Group Total**	22 0.20	22 0.20
Customer Company Total		22 0.20	22 0.20

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Detail

INC000000488770	Julie K Brown	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000489485	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000489893	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000490510	Wendy Rutherford	Application	Error	Offender Tracking		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000491597	Susanne Escobar	None	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000491789	Dona Kim	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000492228	Kenneth Bingham	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000493765	Megan Flox-Lambert	Application	None	Gmail		TIR Missed:	No	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000494352	Jesse Gallegos	Mobile Devices	None	iPhone		TIR Missed:	Yes	1.99
	Application Services	Dustin Crump	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	2.03
INC000000494577	Melissa Stapley	Application	Reporting	Gmail		TIR Missed:	No	0.15
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.16
INC000000495032	Cheri Prince	Application	Error	Novell GroupWise		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000495209	Kent W Jones	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000496306	Megan Flox-Lambert	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	0.00
INC000000496777	Melissa Stapley	None	None	Offender Tracking		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.13
INC000000498308	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.00
INC000000498980	Chyleen Arbon	None	None	Offender Tracking		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.00

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INC000000502688	Julie K Brown	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000503695	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000504225	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000504649	Julie K Brown	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.51
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	2.13
INC000000505182	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000506881	Camie Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00